

# 2010 Military Health System Conference

## Best Practices for Increasing Value in the Services

Sharing Knowledge: Achieving Breakthrough Performance

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# Best Practices for Increasing Value in the Services



- Problem: Patient Engagement
  - How do we engage our patients and their families to become active participants in their own care?



- Discussions with patients via town hall meetings, patient feedback, patient surveys, and patient focus groups identified a need for more involvement by our patients and their families.
- Feedback solicited from patients revealed that many patients felt they had little or no input into their medical care.
- Patient and family centered care tenants were made a priority by NNMC and continues to be one our Command annual goals.



- Team Based Healthcare Delivery
  - Created clinical micropractices
  - Improved communication among team members
  - Initiated Integrated Health
    - Clinical Psychologist
    - Dietician/Nutritionist
    - Pharm D
    - Self Management
    - LSW
    - Chaplain
    - Case Manager
    - Mind body



- Population Health
  - Emphasis on preventive care
  - Forms the basis of productivity measures
  - Evidence based medicine at the point of care
    - Tobacco cessation
    - Shared Medical Appointments
    - Breast Care Center
    - CVG clinic



- Patient and Family Centered Care
  - Empower active patient participation
  - Encourage patient participation in process improvement
    - Patient Focus Groups
    - Town Hall mtgs
    - Base newspaper
    - Patient surveys



- Refocused Medical Training
  - Emphasis health team leadership
  - Incorporated patient and family centered care tenants
  - Focused on Quality indicators (HEDIS)
  - Cultural Impact Study
  - CNA Evaluation
  - Interactive Peer Review
  - Tri-Service Medical Home Summit
  - POEMS
  - Monthly Performance Education and Improvement mtgs for staff



- Patient and Physician Feedback
  - Real time data (HER)
  - Performance reporting
  - Patient Feedback
  - Partnership between patients and care teams to improve delivery
  - BUMED monitor
  - Share Point



- Decision Support Tools
  - Evidence based Training
  - Information Mastery Course for providers
  - Integrated clinical guidelines
  - Decision support tools at the point of care
  - POEMS



- **Advanced IT Systems**
  - Secure mode of e-communication
  - Creation of education portal
  - Reminders for preventive care
  - Easy efficient tracking of population data



## ■ Access to Care

- Improved phone and electronic appoint scheduling
- Open access for acute care
- Emphasis on coordination of care
- Proactive appointing for chronic and preventive care
- Medical Home Website
- NNMC on-line